

First Link® Dementia Helpline

- **English:** 1-800-936-6033
- **Cantonese or Mandarin:** 1-833-674-5007
- **Punjabi, Hindi or Urdu:** 1-833-674-5003

Resource centres

Located throughout the province, resource centres offer a variety of print resources, education, support groups and access to trained support staff by appointment.

For more information, visit alzheimerbc.org.

LOWER MAINLAND AND FRASER VALLEY

Fraser Region

201 – 15127 100th Avenue, Surrey
 English 604-449-5000
 Punjabi 604-742-4956

North Fraser 604-298-0780
Chilliwack – Hope 604-702-4603

North Shore and Sunshine Coast

212 – 1200 Lynn Valley Road,
 North Vancouver
 604-984-8348; 1-866-984-8348

Vancouver and Richmond

303 – 828 West 8th Avenue, Vancouver
 290 – 7000 Minoru Boulevard, Richmond
 English 604-675-5150
 Cantonese or Mandarin 604-279-7120

VANCOUVER ISLAND

Greater Victoria

202 – 4420 Chatterton Way, Victoria
 250-382-2052

INTERIOR AND NORTH

North and Central Okanagan

307 – 1664 Richter Street, Kelowna
 250-860-0305; 1-800-634-3399

South Okanagan & Similkameen

104 – 35 Backstreet Boulevard, Penticton
 250-493-8182; 1-888-318-1122

Central Interior

405 – 235 1st Avenue, Kamloops
 250-377-8200; 1-800-886-6946

West Kootenay

778-774-2133; 1-855-301-6742

East Kootenay

778-761-2011; 1-833-426-0534

Northern Interior, Northeast & Northwest

302 – 1811 Victoria Street, Prince George
 250-564-7533; 1-866-564-7533

PROVINCIAL OFFICE

300 – 828 West 8th Avenue, Vancouver
firstlink@alzheimerbc.org
www.alzheimerbc.org

First Link®

YOUR LINK TO DEMENTIA SUPPORT

Referring people living with dementia and their caregivers to Alzheimer Society of B.C. programs and services



Alzheimer Society
 BRITISH COLUMBIA



First Link[®] Dementia Helpline

English: 1-800-936-6033
Monday to Friday, 9 a.m. to 8 p.m.

Cantonese or Mandarin: 1-833-674-5007
Punjabi, Hindi, Urdu: 1-833-674-5003
Monday to Friday, 9 a.m. to 4 p.m.

A diagnosis of dementia can be hard to give and hard to hear

Both people living with dementia – in the early or later stages – and caregivers can be referred to First Link[®] dementia support. First Link[®] connects people living with dementia and their care partners to support, education and information at any stage of the journey.

Refer your patients or clients as soon as you notice signs of dementia. They will receive ongoing support between clinical visits, as well as access to Alzheimer Society of B.C. programs and services, allowing them to live as well as possible.

To access referral forms, you can:

- Email firstlink@alzheimerbc.org.
- Download them from alzbc.org/refer.
- Use your Electronic Medical Records (EMR) systems.
- Call the First Link[®] Dementia Helpline.

Submit your referral form by faxing 604-238-7390 or 1-833-238-7390.

After you refer

Within a few weeks, your client or patient will be contacted by the Alzheimer Society of B.C. We will provide more information about our services, including:

- **Individual support:** Ongoing support calls to help understand dementia, recognize changing needs, navigate community resources and plan for the future.
- **Dementia education:** Education on a variety of topics throughout the progression of the disease including *Getting to Know Dementia*, the *Family Caregiver Series* and *Accessing Services*. On-demand videos are also available.
- **Support groups:** These groups, including specialty groups (young-onset, long-term care, adult children, LGBTQ2S+, etc.), provide information and peer support for people in the early stages of dementia and for caregivers. Available in English, Cantonese, Mandarin, Punjabi and Hindi.
- **Coffee and Chat:** Online social group for people living with early symptoms of dementia to laugh, share experiences and connect with others.
- **Minds in Motion[®]:** A social and fitness program for people in the early stages of dementia and a care partner.
- **Information:** Access brochures, fact sheets, videos and newsletters.
- **First Link[®] Dementia Helpline:** Information and support for anyone affected by dementia or anyone who wants to learn more about the disease.

Program availability: Programs are offered in-person, online or by telephone. Availability may vary by community.

Why should you refer

Health-care providers play a crucial role; with a referral, people are connected to First Link[®] dementia support an average of 11 months sooner than if they were to refer themselves.

By making a referral, you are providing families with more time to plan and develop critical support networks earlier on.

“We may only see an individual or family once or twice, but with a First Link[®] referral, we know they will be provided with ongoing support.”
– Eve Lyon, social worker, St. Paul’s Hospital.

